

Maryland Health Benefit Exchange
Operations - Administration Functions
Board Meeting – March 13, 2012

As a public corporation and independent unit of the State, the Exchange must establish the operating structure and functions in order to successfully run and maintain day-to-day operations. Over the past couple months, the Exchange's Operations division has been reviewing options to sustain operations of the Exchange past June 30, 2012. Currently, DHMH is handling all of these functions for the Exchange however as of July 1, 2012, it is expected by DHMH that the Exchange will assume ownership of these duties.

Function	Description of Services	Recommendation	
		Internal (Exchange)	External (DHMH)
Budget	• Budget Preparation	• Budget Preparation	
	• Budget Amendment Preparation	• Budget Amendment Preparation	
	• Budget Projection Tracking	• Budget Projection Tracking	
	• Monitoring of Revenues and Expenditures	• Monitoring of Revenues and Expenditures	
Accounting	• Maintenance and entry into R*Stars – general accounting system		• Maintenance and entry into R*Stars – general accounting system
	• Closeout Activities		• Closeout Activities
	• Accounts payable		• Accounts payable
	• Accounts receivable		• Accounts receivable
Payroll	• Entering, tracking, and monitoring leave;		• Entering, tracking, and monitoring leave;
	• Reporting to Comptroller/Central Payroll/ETR/PTR - pay issues)		• Reporting to Comptroller/Central Payroll/ETR/PTR - pay issues)
Human Resources	• Position control • Performance Evaluation Process	• Position control • Performance Evaluation Process	
	• Training		• Training

Function	Description of Services	Recommendation	
		Internal (Exchange)	External (DHMH)
	• Employee Relations	• Employee Relations	
	• Classification/Job Evaluation	• Classification/Job Evaluation	
	• Processing and preparing paperwork/forms	• Processing and preparing paperwork/forms	• Processing and preparing paperwork/forms
	• Recruitment Benefits/Leave Issues		• Recruitment Benefits/Leave Issues
Information Systems	<ul style="list-style-type: none"> • Network Infrastructure • Email • Web Access (Internet) • SAN/NAS (system-connected high density storage and infrastructure) • IT Security, Disaster Recovery • Data Center – server hosting • Help Desk Support • Mobile Phone • Telecommunications • DBMS/File Storage & Document Management • Hardware – laptops, desktops • Productivity Software (e.g. Word, Excel) 	To Be Determined	To Be Determined
Space/General Services	• Physical space	• Physical space	
	• Mail Services	• Mail Services	
	• Facility Maintenance/Cleaning/Trash Removal	• Facility Maintenance/Cleaning/Trash Removal	
	• Supplies/Equipment	• Supplies/Equipment	

Next Steps

- Arrange service agreements with DHMH for the functions identified
- Hire staffing as necessary